



**Healthy London
Partnership**



London Clinical Networks

LONDON MENTAL HEALTH EXECUTIVE DASHBOARD

USER GUIDE

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INTRODUCTION

This user guide provides an overview of the content of the London Mental Health Executive Dashboard, along with instructions on how to use the dashboard, and how to access support whilst using the dashboard.

The dashboard has been developed for the London health and care system by the NHS Benchmarking Network. The dashboard will be updated on a quarterly basis to incorporate new data. The functionality within the dashboard will also evolve over time. This user guide will be updated each time that new functionality is added to the dashboard.

THE LONDON MENTAL HEALTH EXECUTIVE DASHBOARD

In September 2015 the Healthy London Partnership Mental Health Transformation Board endorsed a proposal to develop a mental health executive dashboard for London.

The Mental Health executive dashboard has been designed as an electronic system that holds the most important information about London's mental health. The dashboard will be a single, agreed point of reference that acts as a source of record for London and a place where progress against key strategic targets can be measured. The dashboard will not focus on performance management and is not an exhaustive list of indicators.

Data within the dashboard has been acquired from a number of sources including; NHS Benchmarking Network, NHS Digital, Public Health England, and Care Quality Commission.

A consultation process was held with London stakeholders to agree the dashboard's design and content. A large number of organisations and forums were consulted with including;

- Senior Mental Health Commissioning Group
- London Mental Health Strategic Clinical Leadership Group
- Cavendish Square Group
- London Chief Operating Officers
- London Medical Directors
- Clinical leadership groups on Psychosis, Dementia, CAMHS, Perinatal

System Hosting

The London Mental Health dashboard is an on-line information system that can be accessed in a controlled manner by commissioners, providers and wider partner organisations across London. The system will operate on the web-servers of the NHS Benchmarking Network which are located within a data centre hosted by NHS Midlands and Lancashire CSU.

Appropriate security levels on accessing the website are managed by the NHS Benchmarking Network. System logins will be provided to staff employed by London commissioners, providers, and partner organisations. The system will require passwords to access its content and will not exist in the public domain until this is explicitly approved by the London Mental Health Transformation Board at some point in future.

Content

The content of the dashboard covers the main priorities of the London mental health system and include themes around:

- The prevalence of mental health conditions
- Burden of illness and social determinants of health
- Service demand
- Service delivery
- Quality
- Outcomes

In addition to the online content contained within the dashboard, supplementary hard copy outputs will also be made available in pdf format for commissioners and providers. This will include additional functionality and visualisations of data including geographical mapping of data.

The NHS Benchmarking Network will provide development support to the dashboard as well as sourcing data updates, and providing system maintenance and user support. An illustration of dashboard data flows, architecture, and products is provided below;

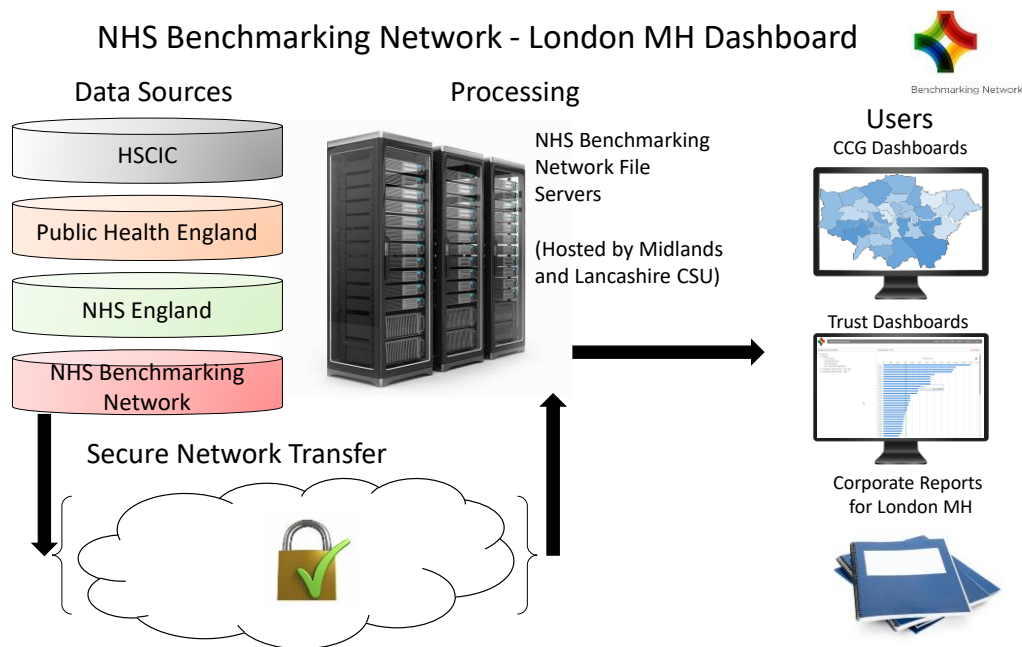


Figure 1 – London mental health dashboard system architecture and products

REGISTRATION

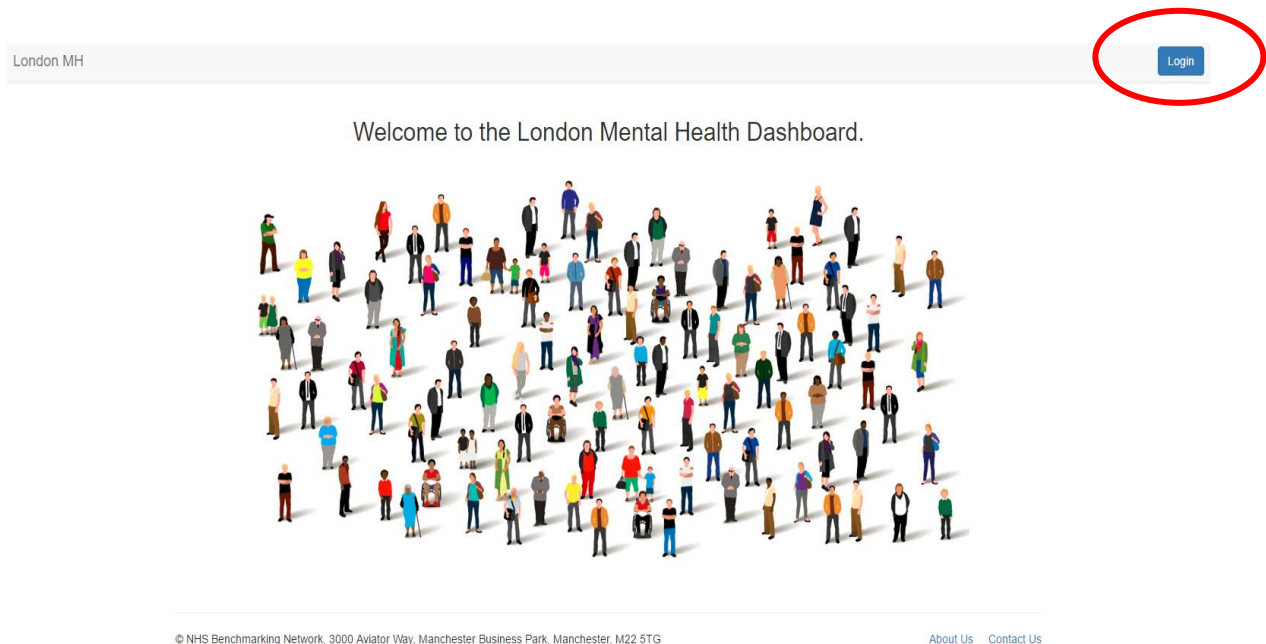
The dashboard requires a password to access the service. Password are available to all staff working in the following organisations;

- London NHS mental health provider Trusts and Foundation Trusts
- London Clinical Commissioning Groups
- Local Authorities in London
- NHS England
- Metropolitan Police
- Greater London Authority
- Other partners in the Healthy London Partnership

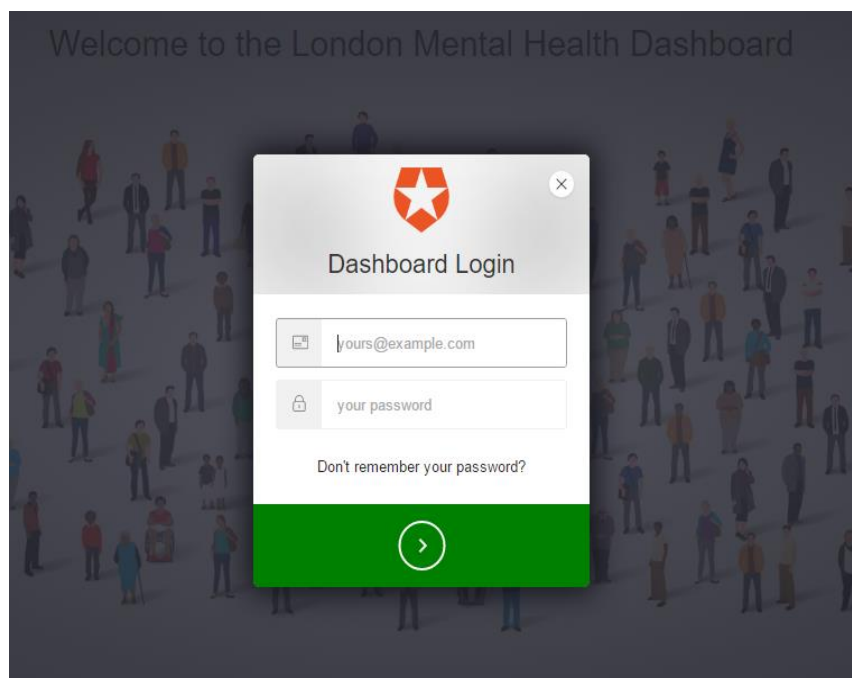
Login details have been sent to users in each of these organisations. Additional login accounts can be obtained by e-mailing Aneesa Halim of the NHS Benchmarking Network on Aneesa.halim@nhs.net

LOGIN

The dashboard requires a valid password to login and access the system's content. To access the login screen please use the Login button on the top right of the main menu screen:



This will prompt the login dialogue box to appear. Please insert your e-mail address and password in the appropriate fields and log in;

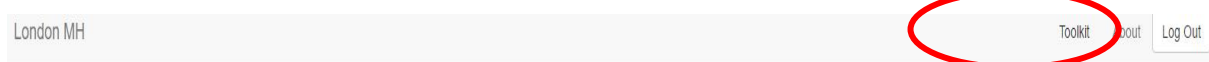


MAIN MENU NAVIGATION

Once successfully logged in, you will see the main menu screen which gives access to the functionality of the dashboard. Key buttons to note on this screen are:

- “Toolkit” which provides access to the dashboard comparisons and data
- “About” which provides a small amount of background information on the dashboard

Please use the “Toolkit” button to access the dashboard;

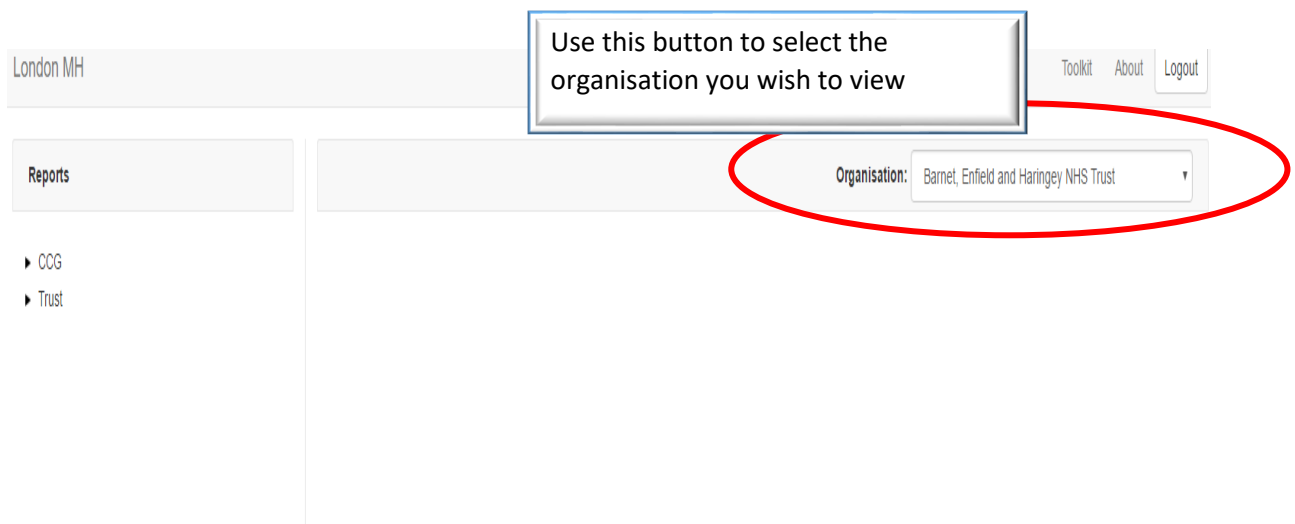


Welcome to the London Mental Health Dashboard

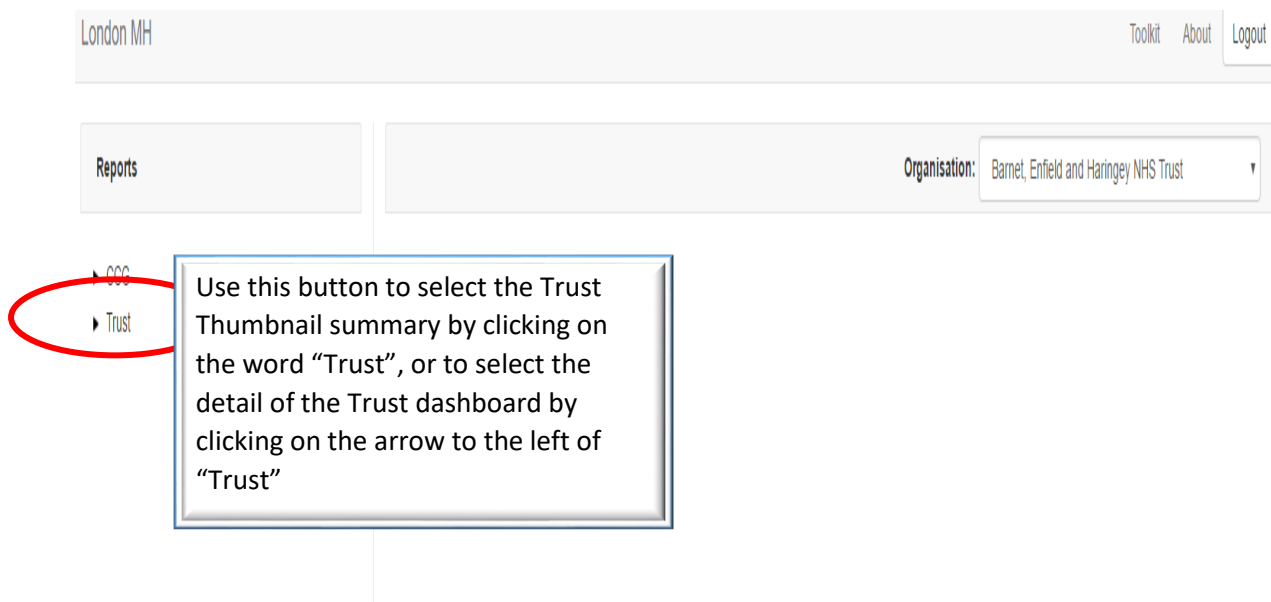


When you access the toolkit you will see a largely white screen with options to choose a specific organisation and report type. You are in the correct area if you can view menu options for selecting “Organisation” and “Reports”

- Organisation – this loads the drop down list of all London commissioners and providers from where you can explore the data relating to any specific organisation
- Reports
 - CCG – this allows access to commissioner level content
 - Trust – this allows access to provider level content



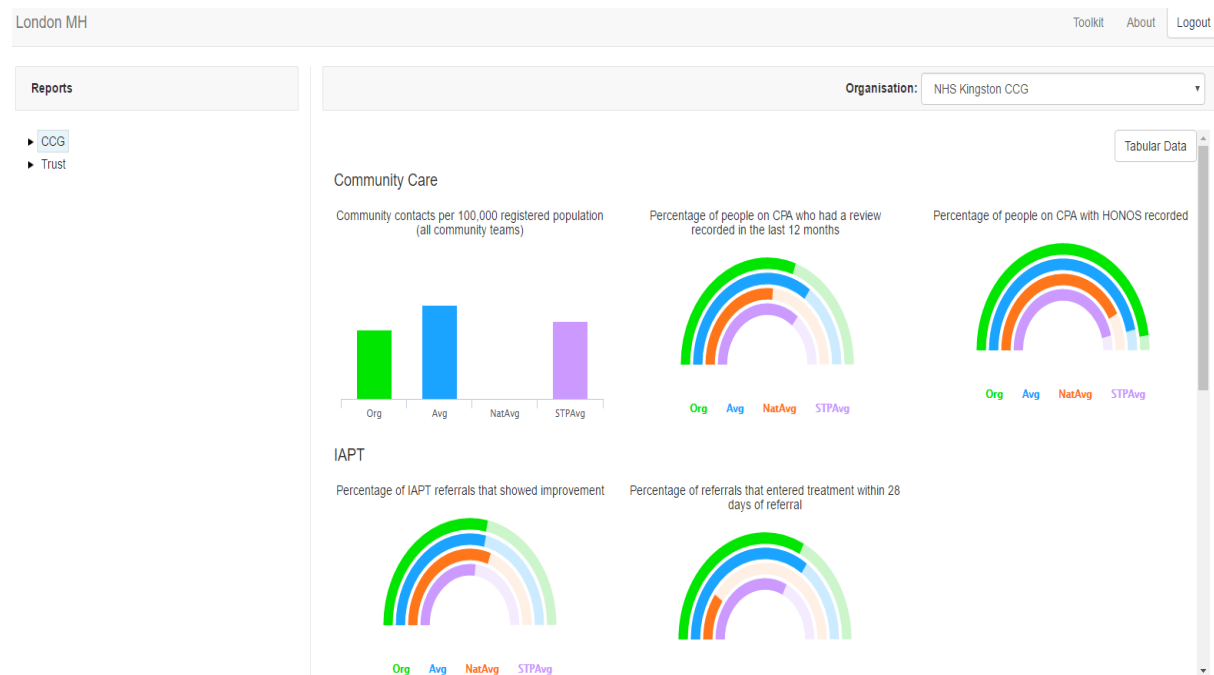
Following the selection of organisation please select whether you wish to explore a CCG or Trust view of data. Please note that to view CCG data you must select a CCG, and that to view Trust data you must select a Trust from the drop-down menu. Users are not restricted to just viewing their own organisation but may view data relating to any CCG or Trust.



THUMBNAIL SUMMARY

The dashboard contains 2 Thumbnail Summary data views which provide graphical illustrations of dashboard highlights for a small number of key metrics. The Thumbnail Summaries can be viewed by clicking on the words “CCG” or “Trust” on the main menu. Please note that to view a Thumbnail summary for a CCG your selected organisation on the drop-down menu must be a CCG. Similarly, to view the Trust Thumbnail summary you must select a Trust on the organisation drop-down.

An example of the CCG Thumbnail summary is shown below;



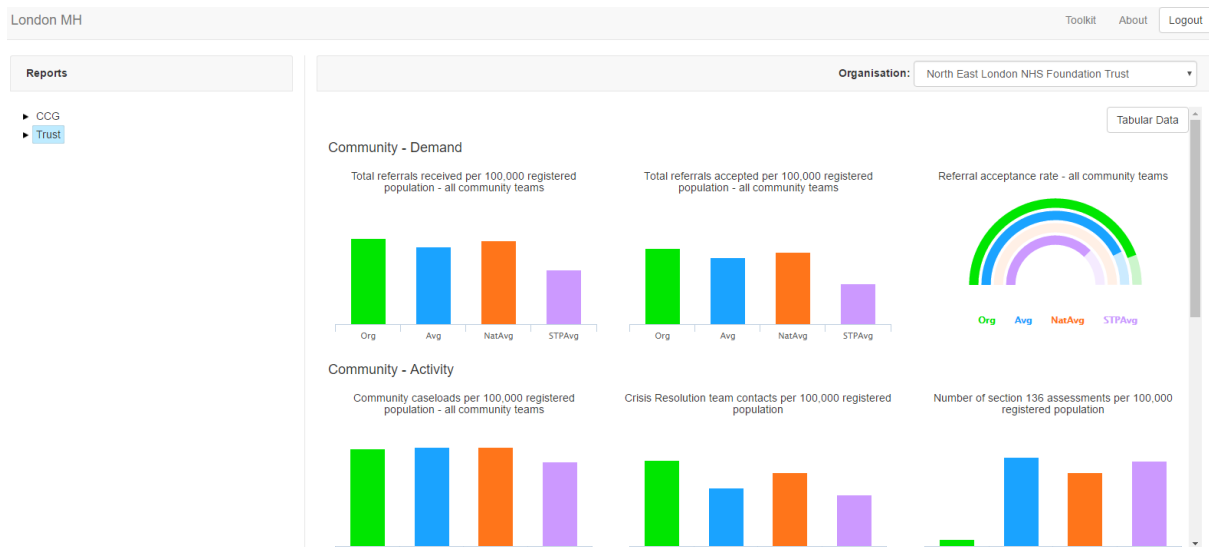
The Thumbnail summary features a small number of key metrics which show the selected organisation's position (in green), against a series of comparisons covering;

- London average (shown in blue)
- National average, where available (shown in orange)
- STP footprint average (shown in lilac)

For CCGs the following Thumbnails are shown;

- Community contacts
- People on CPA reviewed in the last year
- People on CPA with HONOS recorded
- IAPT referrals that entered treatment within 28 days of referral
- Percentage of IAPT referrals that showed improvement
- Acute admissions
- Percentage of all admissions made under the Mental Health Act
- Caseloads of Early Intervention Teams

Thumbnail summaries can also be viewed for Trust data as illustrated below;



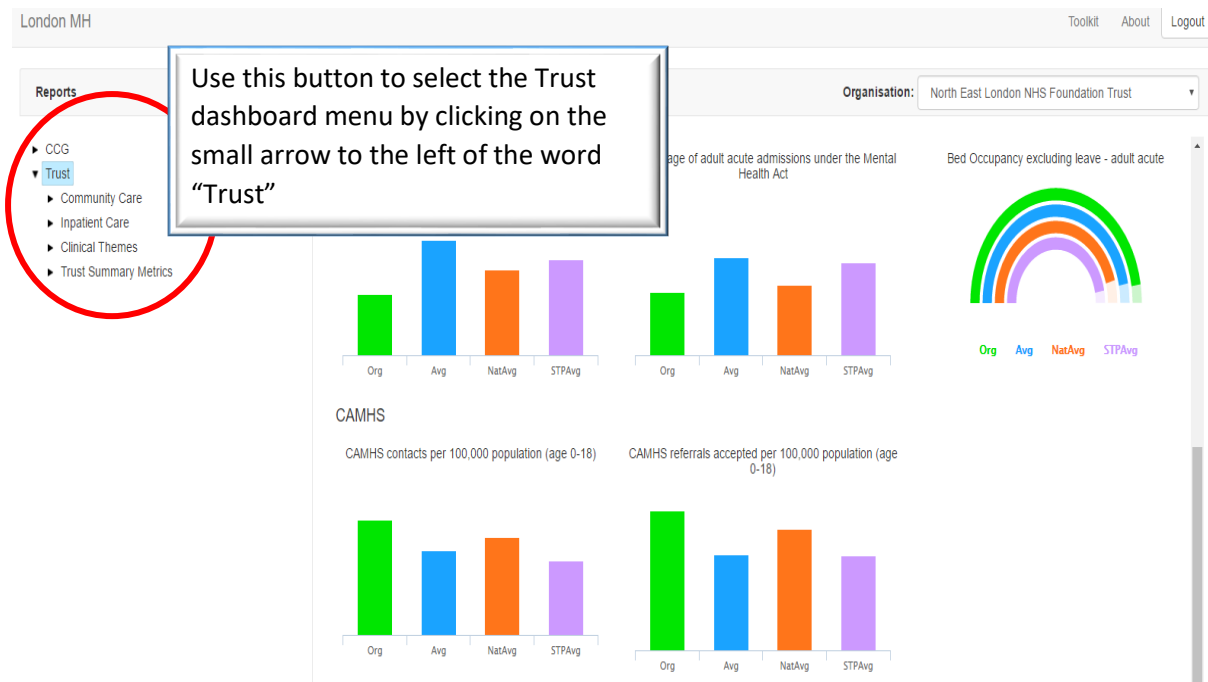
For Trusts the following Thumbnails are shown;

- Referrals received
- Referrals accepted
- Referral acceptance rate
- Community caseloads
- Crisis Resolution team contacts
- Section 136 assessments
- Acute admissions
- Percentage of adult acute admissions admitted under the Mental Health Act
- Bed Occupancy excluding leave
- CAMHS referrals accepted
- CAMHS contacts

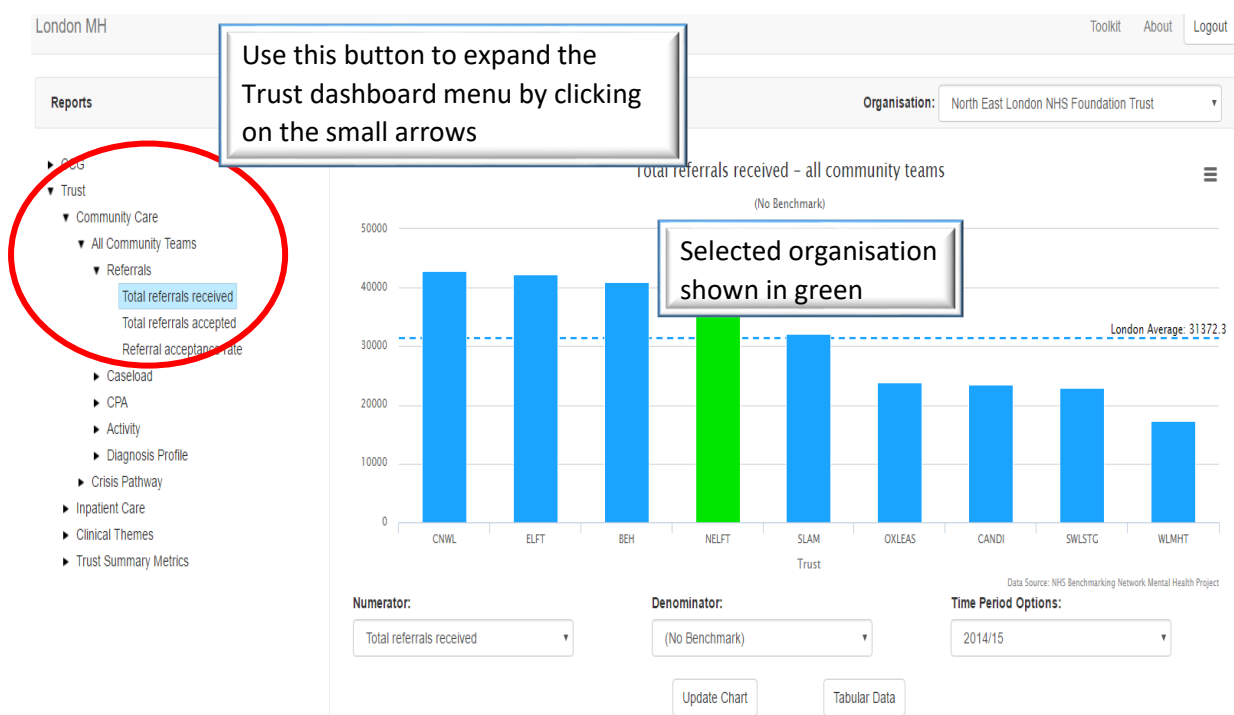
In addition to the thumbnail illustrations, users can also view this data in tabular form by selecting the “Tabular Data” button. For further information about tabular data options please see the section at page 15.

TRUST DATA

The dashboard contains data at Trust level on a range of indicators. To access this content please choose a Trust from the Organisation select drop-down and then expand the Trust menu by clicking on the arrow to the left of the word “Trust”, this will open the menu tree for Trust level data as shown in the image below;



The menu tree can be further expanded to reveal the detailed dashboard content for Trust level data as shown below;

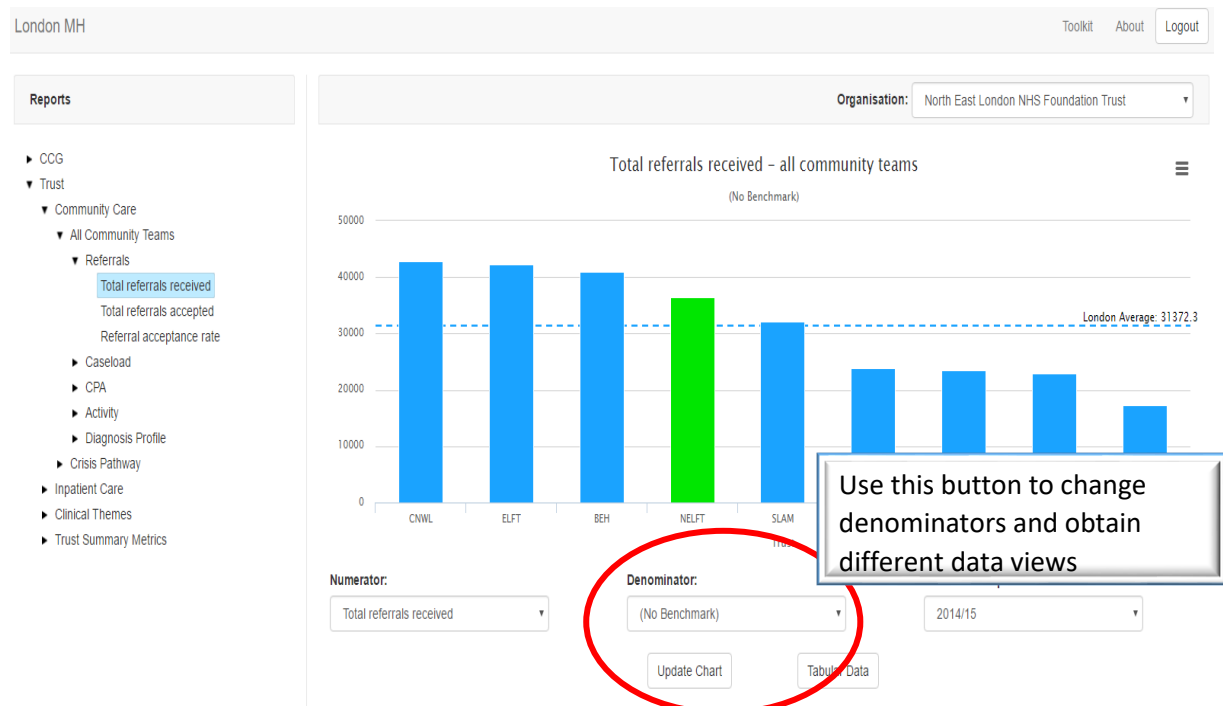


By expanding the menu tree and choosing an item that does not contain an arrow, this indicates you have come to the end of that particular menu tree and a chart will appear. The above image shows the chart for “Total referrals Received for all Community Teams”.

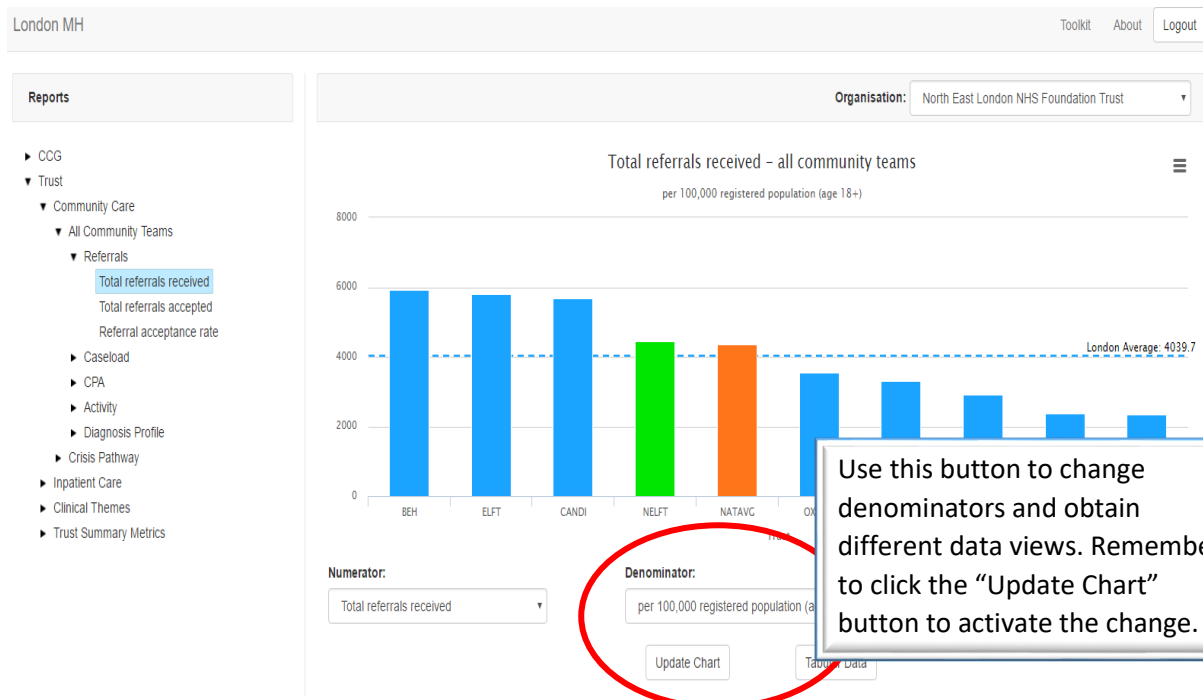
When users arrive at specific benchmarking charts it is important to note that a number of data views exist for each chart through changing the denominators for the chosen indicator. These choices typically cover;

- No Benchmark i.e. viewing the actual data values
- Benchmark per 100,000 registered population (this is benchmarked using a denominator of 100,000 GP registered population covered by the service, in the case of a Trust this will be a composite GP registered population that covers the whole Trust footprint)
- Benchmark per 100,000 weighted population (including a composite weighted population position that covers the whole Trust footprint)

The image below shows the drop-down box to use to change denominator data views.

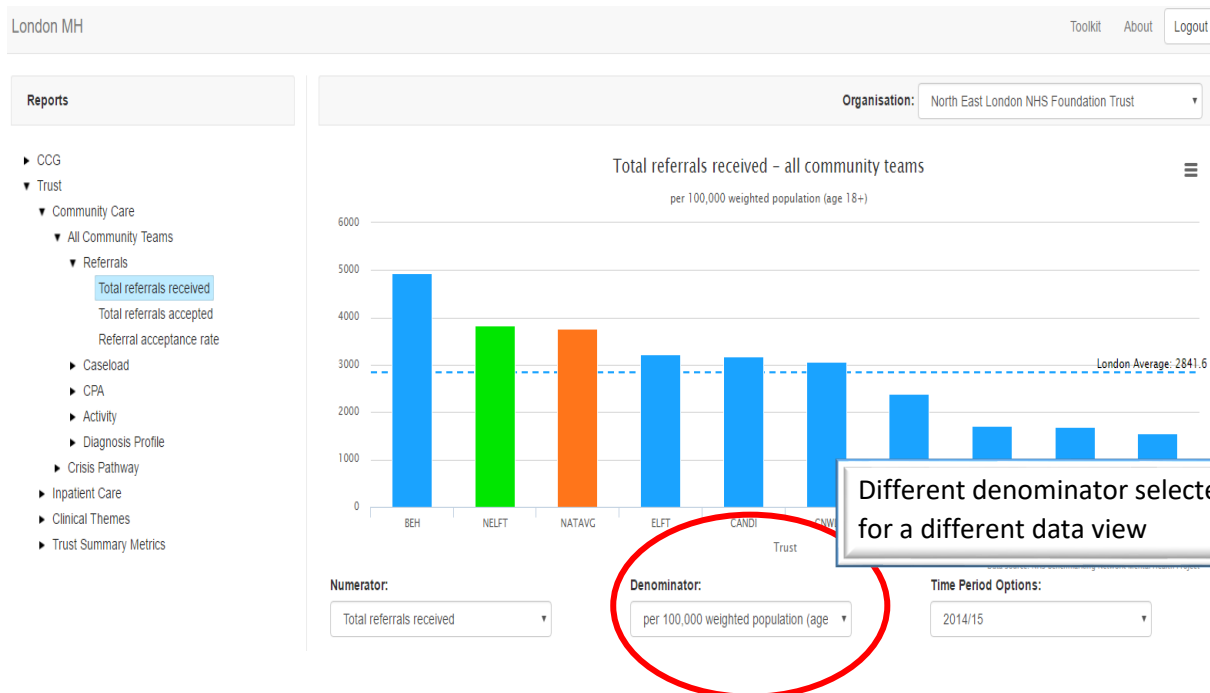


The denominator selected in the example above is “No Benchmark” which shows actual data values for the indicator “Total referrals received”. The example below shows the impact of selecting a different denominator. The denominator chosen in this example is benchmarking the total number of referrals received per 100,000 registered population.



To activate each new data view please click the “Update Chart” button after selecting your new data view from the drop-down menu.

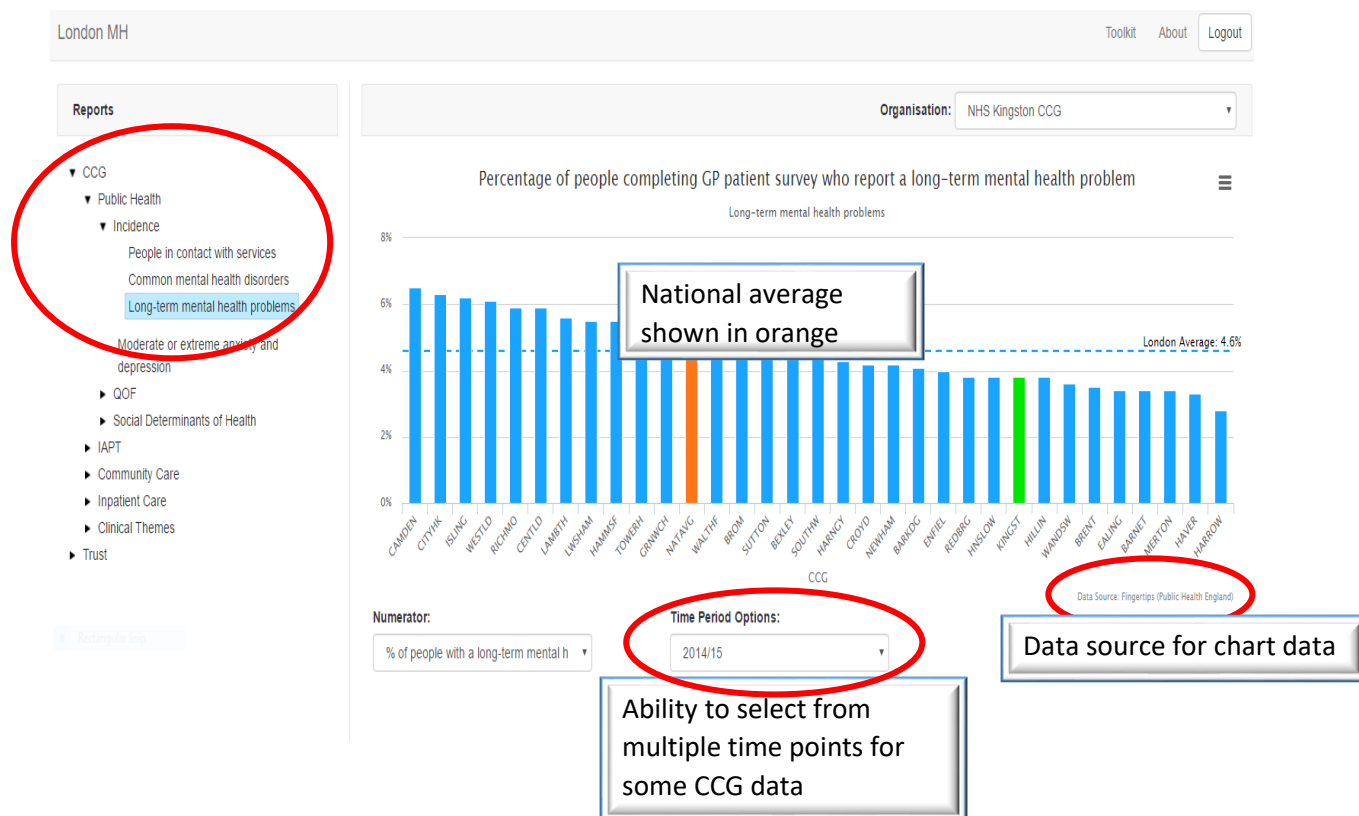
The final option on denominators is to choose to benchmark by 100,000 weighted population. These comparisons use weighted population totals which are derived from the PRAMH weighting model developed for NHS England by Manchester University. This model provides a global population weighting for mental health needs for each CCG. These weightings have been aggregated at Trust level for all constituent CCGs. The image below shows the impact of selecting weighted population as a denominator, activated by selecting the “Update Chart” button.



COMMISSIONER DATA

Access to Commissioner data works in the same way as that described earlier for Trust data.

The dashboard contains data at CCG level on a range of indicators. To access this content please choose a CCG from the Organisation select drop-down and then expand the CCG menu by clicking on the arrow to the left of the word “CCG”, this will open the menu tree for Commissioner level data as shown in the image below;

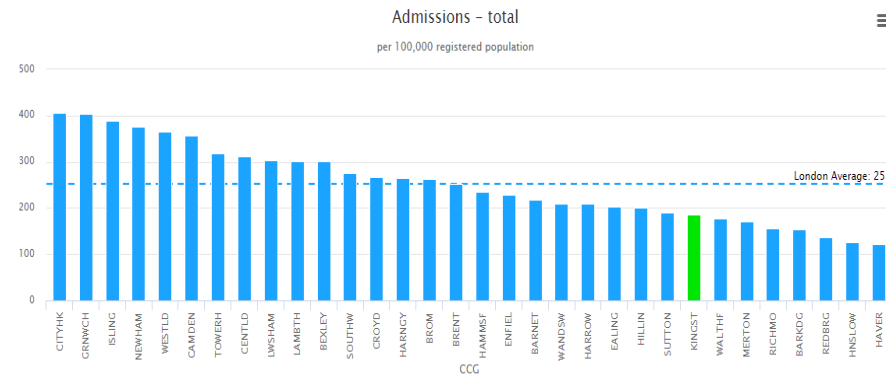
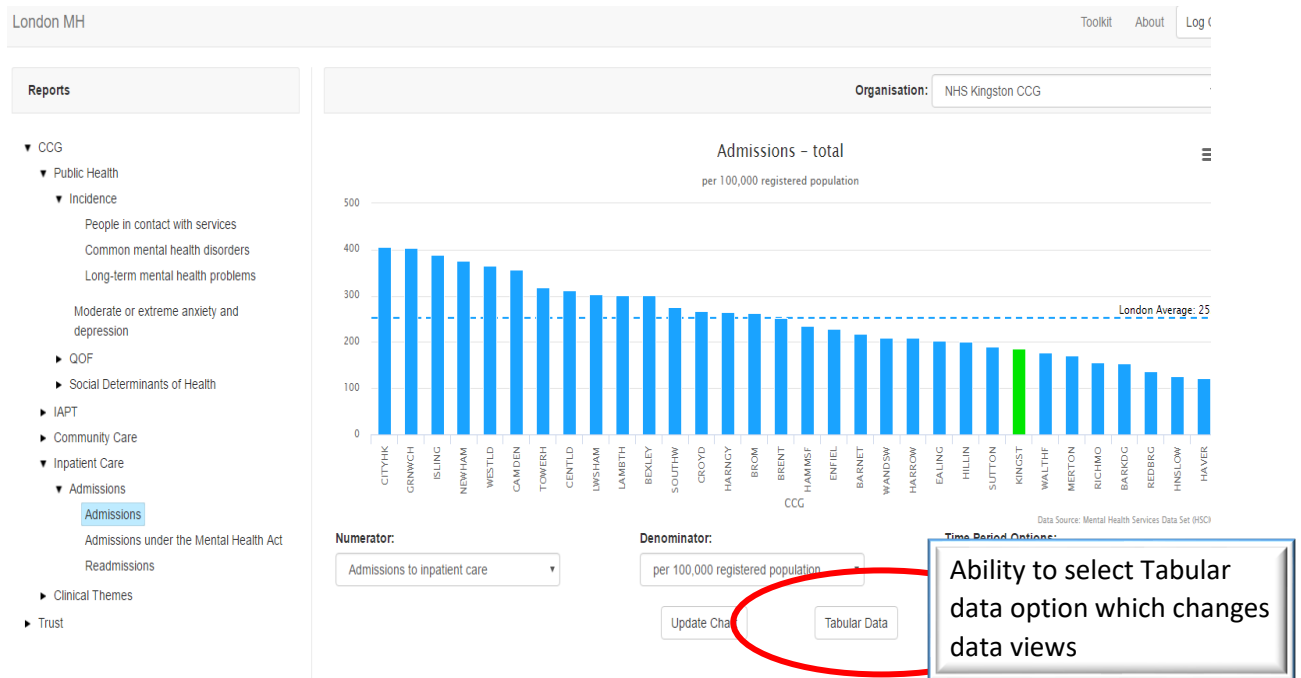


The chart above shows the results of expanding the CCG menu tree from the “Public Health” category, to explore sub-categories around disease incidence, and then the specific comparison of the percentage of people in each area who report a long-term mental health condition. The chart also shows the data source for this indicator (highlighted in red), the national average position (always shown as an orange bar on the charts where this data is available), and the London mean average which is shown as a horizontal dotted blue line.

Please note that some CCG level charts contain data for multiple time periods where it has been possible to source this data. This feature will also become available for Trust level data in the next edition of the dashboard which will contain 2014/15 and 2015/16 Trust level data.

VIEWING TABULAR DATA

The dashboard toolkit allows users to view data in both graphic / chart formats and also in tabular formats. Users can toggle between the two formats by using the “Tabular Data” button.



Numerator:

Admissions to inpatient care

Denominator:

per 100,000 registered population

Update Chart

Tabular Data

Ability to select Tabular data option which changes data views

Selecting tabular data will show data values in a table which can be expanded to view all data points.

Tabular Data

Organisation	Value
CITYHK	405.6
GRNWCH	403.9
ISLING	389
NEWHAM	376.7
WESTLD	364.6
CAMDEN	356.3
TOWERH	319
CENTLD	312.7
LWSHAM	304.2
LAMBTH	302.2
BEXLEY	301.6
SOUTHW	275
CROYD	267.2
HARNGY	264.8
BROM	261.8
BRENT	258.8
HAMMSF	254.8
ENFEL	251.8
BARNET	248.8
WANDSW	245.8
HARROW	242.8
EALING	239.8
HILLIN	236.8
SUTTON	233.8
KINGST	230.8
WALTHF	227.8
MERTON	224.8
RICHMO	221.8
BARKDG	218.8
REDBRG	215.8
HNSLOW	212.8
HAVER	209.8

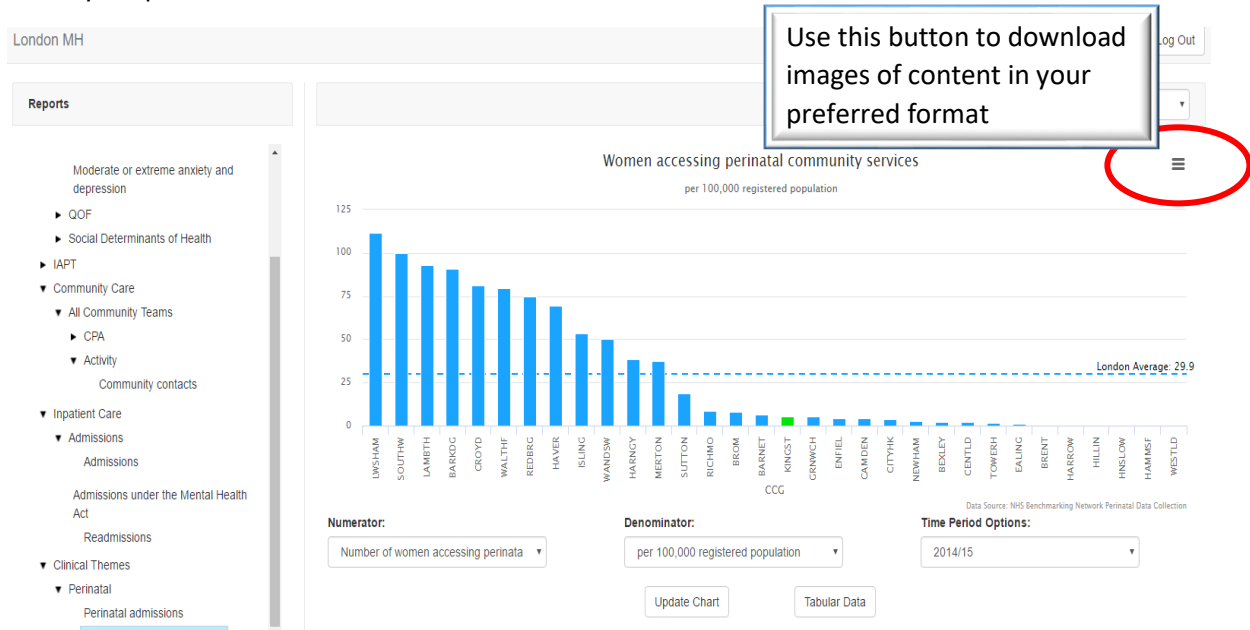
Close

DOWNLOADING CONTENT

Users can download dashboard content for use in external applications in the following formats:

- PNG image
- JPEG image
- PDF document
- SVG vector image

To download content please use the download button in the top right hand corner of the tool and select your preferred download format.



DATA SOURCES

The dashboard is founded on common data owned within London's mental health system. The dashboard has been developed with an aim of minimising the data burden on London commissioners and providers.

The launch edition of the dashboard uses provider data from the NHS Benchmarking Network which contains annualised 2014/15 data available from their work programme. A number of wider public domain sources have also been used to generate commissioner level analysis and profiles.

The NHS Benchmarking Network have populated the commissioner level data with content available from existing public domain sources including; NHS Digital (Health and Social Care Information centre), Public Health England, and Care Quality Commission. Provider level data has been sourced almost exclusively from content held by the NHS Benchmarking Network. NHS Benchmarking Network data has been validated by providers and has the consent of provider organisations to disclose.

A full list of data items is provided at Appendix A.

Frequency of updates

Future dashboard updates are planned on a quarterly basis and will require more direct data feeds from provider organisations to capture CCG level data. Discussions with London's Informatics leads will focus on how this requirement is met in a way that is not onerous and minimises the need for any new data collection.

USER SUPPORT

Support on all aspects of the system can be obtained by contacting the NHS Benchmarking Network team on 0161 266 1997.

Questions relating to system login and registering new user accounts should be directed to Aneesa Halim of the NHS Benchmarking Network on Aneesa.halim@nhs.net

All other support questions should be directed to support@nhsbenchmarking.nhs.uk

Appendix A – Dashboard Content

CCG
Public Health - Incidence
People in contact with mental health services per 100,000 population
People estimated to have any common mental health disorder (estimated % of population aged 16-74)
Percentage of people completing GP patient survey who report a long-term mental health problem
Percentage of people completing GP patient survey reporting they feel moderately or extremely anxious or depressed
Quality and Outcomes Framework
Percentage of patients aged 18 + with a new diagnosis of depression who have had a bio-psychosocial assessment by the point of diagnosis
Percentage of patients aged 18+ with a new diagnosis of depression who have been reviewed 10 - 35 days after the date of diagnosis
Percentage of patients aged 18+ with a new diagnosis of depression who have been reviewed 10 - 56 days after the date of diagnosis
Percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a comprehensive care plan documented in the record, in the preceding 12 months
Percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a record of blood pressure in the preceding 12 months
Percentage of patients aged 40 or over with schizophrenia, bipolar affective disorder and other psychoses who have a record of total cholesterol:hdl ratio in the preceding 12 months
Percentage of patients aged 40 or over with schizophrenia, bipolar affective disorder and other psychoses who have a record of blood glucose or HbA1c in the preceding 12 months
Percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a record of BMI in the preceding 12 months
Percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a record of alcohol consumption in the preceding 12 months
Social Determinants of Health
People aged 18-69 on CPA in settled accommodation
Percentage of people on CPA who are in employment
Percentage of people on CPA who had a review recorded in the last 12 months
Percentage of people on CPA with HONOS recorded
Improving Access to Psychological Therapies
Percentage of IAPT appointments where patient did not attend and gave no advance warning
Percentage of IAPT referrals that showed improvement
Percentage of IAPT referrals that showed no change
Percentage of IAPT referrals that showed deterioration
Referrals received in the year
Percentage of referrals received that entered treatment
Percentage of referrals that entered treatment within 28 days of referral
Percentage of referrals that entered treatment 29 to 56 days after referral
Percentage of referrals that entered treatment 57 to 90 days after referral
Percentage of referrals that entered treatment more than 90 days after referral
Community Services
Service users on the Care Programme Approach
Community contacts (all community teams)
Inpatient Care
Admissions - total
Percentage of all admissions under the Mental Health Act

Percentage of discharges resulting in readmission within 30 days - adult acute
Clinical Theme – Perinatal mental Health
Perinatal admissions
Women accessing perinatal community services
Clinical Theme - Dementia
Dementia Diagnosis Rate
Clinical Theme – First Episode Psychosis
Caseload of Early Intervention Teams

TRUST
Community Care
Total referrals received - all community teams
Total referrals accepted - all community teams
Referral acceptance rate - all community teams
Community caseloads - all community teams
Service users on the Care Programme Approach
Community contacts - all community teams
Cluster profile all community teams - contacts by cluster
Crisis Resolution team contacts
Number of section 136 assessments 2014/15
Inpatient Care
Number of Adult Acute beds
Admissions - total
Admissions - adult acute
Percentage of all admissions under the Mental Health Act
Percentage of adult acute admissions under the Mental Health Act
Percentage of adult acute admissions not previously known to mental health services
Percentage of readmission within 30 days - adult acute
Inpatient care cluster profile - occupied bed days by cluster
Average length of stay - adult acute
Bed Occupancy excluding leave - adult acute
Bed Occupancy including leave - adult acute
Total bed days associated with delayed transfers of care - adult acute
Percentage of occupied bed days attributed to delayed transfers of care - adult acute
Clinical Theme - CAMHS
CAMHS referrals received per 100,000 population (age 0-18)
CAMHS referrals accepted per 100,000 population (age 0-18)
CAMHS referral acceptance rate
CAMHS contacts per 100,000 population (age 0-18)
Clinical Theme - Dementia
Waiting time for memory services - routine appointments (weeks)
Clinical Theme - Psychosis
Early Intervention Team - Caseload per 100,000 registered population
Early Intervention Team - Caseload per 100,000 weighted population

Trust Summary Metrics
Service user survey - satisfaction rate
Adult Acute - total staff per 10 beds
Adult Acute - Consultant Psychiatry per 10 beds
Adult Acute - Nursing per 10 beds